

BURBANK UNIFIED SCHOOL DISTRICT

CLASS TITLE: LEAD INFORMATION TECHNOLOGY SYSTEMS ANALYST

BASIC FUNCTION:

Under the direction of the an assigned supervisor, the Lead IT Systems Analyst provides direction to and leads a team support staff responsible for the maintenance and operation of the District's network and server infrastructure. Assists in planning, developing, coordinating, implementation, and managing of data networks, server systems, network security standards and procedures, technology infrastructure installation projects, and all telecommunication systems to support the core educational mission of the District as directed. The Lead IT Systems Analyst has the knowledge, skills and ability to design and build a State of the Art, reliable, secure, stable network environment to support and sustain current and future educational technologies for innovative student learning and for the business and instructional demands of staff.

REPRESENTATIVE DUTIES:

- Manages and directs the maintenance, administration and upgrading of district information systems including but not limited to: district network (LAN and WAN), switches and routers; wireless access points and controllers; student information system; district website; server hardware and virtualization technologies, cloud-based applications, server-based software; desktop computer systems (both PC and Mac); telephone systems; content filters; firewalls/security appliances; handheld computers; copier and printers; parent notification systems.
- Coordinates the design, installation, configuration, and maintenance of the District's network infrastructure, servers and related systems, managing both hardware and software.
- Plans, implements, and monitors various IT projects with architects, contractors and others as directed by an assigned supervisor or designee.
- Troubleshoot and resolve extremely complex network and server related problems to ensure user's access to District networks/systems and implements solutions.
- Monitor and report network performance, utilization, and recommendations for changes in network systems, structures, and procedures.
- Provides onsite support to administration and classrooms.
- Remotely diagnose and resolve end-user software issues as it relates to the network.
- Performs research to identify options for network enhancements and modifications.
- Implement and audit network and host based security in accordance with District and county policies.
- Participates in the review and definitions of problems with emphasis on network security, firewalls, VPNs, network intrusion detection.
- Install and configure network equipment (routers, switches, DSU/CSU).
- Operates and controls mission critical systems and computer equipment along with auxiliary and peripheral components in accordance with standards operating procedures.
- Keep abreast of new software, hardware and networking products, developments and computer networking and utilization strategies.
- Provide users with network technical and diagnostic support; respond to the needs and questions of users concerning their access of resources on the network.
- Monitors and maintains software licensing, documents and records for instruction and business operations.

- Inspect and ensure that installation of conduits, cabling, and other work related to technology network infrastructure is performed in accordance with District standards and specifications.
- Maintain and operate various tools and electronic testing equipment as it relates to computer systems and networking.
- Pull cable for telephone, intercom, computer, video, cable tv, audio and related systems.
- Prepare and maintain a variety of records, files and reports; maintain confidentiality of information related to students and personnel.
- Ensure compliance with federal, state and local electronic codes and appropriate safety procedures.
- Performs other duties as assigned related to job description.

KNOWLEDGE AND ABILITIES:

In-Depth Knowledge of:

- Routing protocols (RIP, IGRP, EIGRP, OSPF, BGP).
- Networking protocols including but not limited to TCP/IP, AppleTalk, DHCP, DNS, FTP, NTP, SNMP, SMTP, Telnet, TFTP, VLAN, VPN.
- Network management and monitoring.
- Firewalls in a complex environment in enterprise and complex networking environment.
- Multi-layering routing and switching in an enterprise and complex networking environment.
- Wireless technologies in an enterprise and complex networking environment.
- Voice over IP (VoIP) and Quality of Service (QoS).
- Windows Server Environment and Windows Server Roles including but not limited to Active Directory, DFS, DHCP, DNS, File and Storage Services, Hyper-V, Network Policy and Access Services, Print Services, Remote Desktop Services, Web Server (IIS), Windows Deployment Services (WDS), Windows Server Update Services (WSUS).
- Server management and monitoring, including but not limited to System Center Virtual Machine Manager and other system solutions to manage physical and virtual IT environments across datacenters.
- Server virtualization technologies including but not limited to Microsoft Hyper-V and VMware vSphere.
- Mobile Device Management (MDM) systems, including but not limited to Microsoft Systems Center, Jamf Pro, and Google Chrome Device Management.

General Knowledge of:

- Telephone technique and etiquette;
- Oral and written communication skills;
- Correct English usage, grammar, spelling, punctuation and vocabulary;
- Interpersonal skills using tact, patience and courtesy.
- Financial and statistical record-keeping techniques.
- Organizational skills and public relations techniques.
- Methods, equipment and materials used in installation and repair of hardware and software systems, networks and the peripheral components;
- Federal and State laws, along with District's policies related to information access and confidentiality.
- Modern office practices, procedures and equipment.
- Safety measures and precautions;
- Methods, equipment and materials used in the maintenance and repair of technology equipment.
- Proper methods of storing equipment, materials and supplies;

- Basic purchasing procedures, terminology and inventory control and warehousing methods and procedures;

Ability to:

- Develop, implement and maintain computer and telephone systems and related technology
- Research and evaluate new technology and deploy systems procedures
- Assess current and future computer, telephone, VoIP resource needs
- Provide technical training in advanced computer and network technology
- Provide direction to, train and coach personnel
- Develop project plans with detailed timelines and schedules.
- Establish and maintain cooperative and effective working relationships with staff
- Develop plans for timely acquisition and implementation of information and education technology systems
- Analyze complex technical problems, evaluating alternatives, and recommending effective courses of action.
- Perform clean wire installations with proper wire management and installation techniques.
- Read, analyze, interpret, apply and explain rules, regulations, policies and procedures related to position.
- Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Gather, assemble, organize and prepare data from various sources.
- Communicate effectively both orally and in writing.
- Analyze situations accurately and adopt an effective course of action.
- Work cooperatively and effectively with others or independently under time constraints.
- Lift objects weighing up to 50 pounds using safe and proper methods and/or equipment. Move objects weighing over 50 pounds using safe and proper methods and/or equipment.
- Operate equipment used in the repair and service of computer equipment.
- Read and use mechanical diagrams.
- Meet schedules and timelines.
- Plan and organize work.
- Train and provide work direction to others.
- Work confidentially with discretion.
- Add, subtract, multiply, divide and perform algebra and geometry calculations quickly and accurately.
- Understand and follow oral and written directions.
- Complete work with many interruptions.
- Maintain records and prepare reports.

EDUCATION AND EXPERIENCE:

A Bachelor's Degree from an accredited college or university, and three years of increasingly responsible experience is required. Experience in a public school setting with instruction and education background is desired.

LICENSE AND OTHER REQUIREMENTS:

Microsoft Certified Solutions Associate (MCSA) or equivalent with District approval required within first twelve months of employment and must be maintained; Cisco Certified Network Associate (CCNA) or

equivalent with District approval required within first twelve months of employment and must be maintained; PMI Certified Associate in Project Management (CAPM) or equivalent with District approval required within first twenty four months of employment; possession of at least one of the above requirement to be considered;

Possession of a valid driver license is required.

WORKING CONDITIONS:

School, classroom, shop, office and outdoor environment; subject to lifting, climbing, noise, exposure to fumes and chemicals, electrical currents and electromagnetic fields (EMF); frequent travel throughout the district.